

HealthWave Eligibility Clearinghouse Communication Information for SRS Regional Staff

All communication to the Clearinghouse shall include the case name and case number on the message line as well as the statement ‘second request’ when appropriate.		
For case-specific information, updates, and to notify the Clearinghouse when a case has been CARCed to them	Send an e-mail to HW-Info@khpa.ks.gov	
If a case file is needed	Send an e-mail to HW_FileReq@khpa.ks.gov	
If you have a question about the Clearinghouse Call Center	Contact the MAXIMUS Customer Service Center Supervisor Gloria Graber (Gloria.Graber@khpa.ks.gov) (785) 431-7154	
To determine if past due HealthWave XXI premiums exist	Contact Joanna White (Joanna.White@khpa.ks.gov) (785) 431-7072	
To report customer concerns and problems	Send an e-mail to HW-Grievance@khpa.ks.gov and copy the following people: Carla Deckert (Carla.Deckert@khpa.ks.gov) Margretta Fosse (Margretta.Fosse@khpa.ks.gov) Carolyn Bayless (Carolyn.Bayless@khpa.ks.gov)	
For all other communication, including inquiries and changes reported by the customer	Contact the Customer Service numbers 1-800-792-4884 or in Topeka (785) 368-1515	
For sending a fax to the Clearinghouse	800-498-1255 or 785-431-7194	
Urgent or High Priority Situations		
Copy Carla Deckert, the MAXIMUS Deputy Project Manager; Kathleen Lippold, the MAXIMUS Senior Eligibility Supervisor; and Margretta Fosse, Kansas Health Policy Authority, on all high priority “red-envelope” email	Carla Deckert (Carla.Deckert@khpa.ks.gov) (785) 431-7020 Kathleen Lippold (Kathleen.Lippold@khpa.ks.gov) (785) 431-7021 Margretta Fosse (Margretta.Fosse@khpa.ks.gov) (785) 431-7125	
For urgent situations or second requests involving a new application or review , send a high priority “red envelope” email to the appropriate MAXIMUS supervisor according to the alphabetical split	Margaret Turner (Margaret.Turner@khpa.ks.gov) A - G (785) 431-7063 Mark Holmgren (Mark.Holmgren@khpa.ks.gov) H - O (785) 431-7049 Rolando Garcia (Rolando.Garcia@khpa.ks.gov) P - Z (785) 431-7043	
For urgent situations or second requests involving an open ongoing case , send a high priority “red envelope” email to the MAXIMUS Case Maintenance Supervisor	Idaroi Tieyah (Idaroi.Tieyah@khpa.ks.gov) (785) 431-7034	
If additional assistance in any area is needed, please contact Margretta Fosse (785) 431-7125 or Carla Deckert (785) 431-7020.		